



U.S. Department
of Transportation

**Federal Aviation
Administration**

Memorandum

Subject: **ACTION:** Hollister Award

Date:

From: Deputy Assistant Administrator for Information
Services and integrated Process Group Chair

Reply to
Attn. of:

To: Michael W. Virga

In recognition of the pioneering and dedicated efforts you have made in process improvement, I am happy to announce that you are the recipient of the Hollister Award for the champions of process improvement for 2002. As the lead for AOS, you helped to pave the way for AOS-512, AOS-370 ZAB, AOS-253 TDWR, AOS-520 VSCS, AOS-540 ADAS, and AOS-510 ACD/VRS to achieve maturity level 2 for the FAA-iCMM in 2001. You have also assisted numerous organizations of the FAA in meeting their improvement goals, including ATB, AAF, and ATQ.

You have not only been a supporter of the integrated Process Group (iPG) and process improvement, you have been one of the major proponents of it. As a positive influence and as a "man in the trenches", you inspire others to follow, not just with your words, but also by your actions. With the presentation of this award, the iPG offers our appreciation and our thanks.

Arthur Pyster

cc:
AOS-20; AOS-1; AAF-1; ATS-2; ARA-2

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